

## HEALTH CHECK COORDINATOR JOB DESCRIPTION

STATE OF NORTH CAROLINA

Approved Classification:

OFFICE OF STATE PERSONNEL

POSITION DESCRIPTION FORM (PD-102R-89)

Effective Date: \_\_\_\_\_

Analyst: \_\_\_\_\_

(This Space for Personnel Department Use Only)

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| 1. Present Classification Title of Position:         | 7. Pres. 15 Digit Pos. No.<br>Prop. 15 Digit Pos. No. |
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| 2. Usual Working Title of Position:                  | 8. Department, University,<br>Commission, or Agency:  |
| <u>Health Check Coordinator</u>                      |   |
| 3. Requested Classification of Position:             | 9. Institution & Division:                            |
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| 4. Name of Immediate Supervisor:                     | 10. Section and Unit Management<br>Support:           |
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| 5. Supervisor's Position Title &<br>Position Number: | 11. Street Address, City and<br>County:               |
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| 6. Name of Employee:                                 | 12. Location of Workplace, Bldg.<br>And Room No.      |
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I. A. Primary Purpose of Organizational Unit

The \_\_\_\_\_ County Health Department operates under the direction of the local Board of Health.

The goal of this unit is: 1. To implement a county-based outreach plan aimed at increasing enrollment in Health Check and Health Choice; 2. To increase utilization of EPSDT/Health Check services to assure that Medicaid eligible children receive comprehensive health care; and 3. To improve the system for coordination of Medicaid services to reduce morbidity and mortality of children in \_\_\_\_\_ County by assuring those eligible children receive appropriate well child exams and recommended follow-up care from public and private health care providers.

B. Job Summary

This position is responsible for assisting Medicaid eligible children in accessing comprehensive health care services. The HCC is a liaison between the client and his or her family, physicians, other providers, professional organizations and agencies providing primary and preventive care services.

Client related activities, including **direct client contact**, must account for 75% of the HCC time. At least 50% of this time must be spent solely on **direct** client contact. The HCC may spend 25% of their time on Health Choice related activities. No more than 25% of time may be spent on outreach, training, and administrative activities. The Health Check Supervisor must be available for direct supervision a minimum of four hours each week.

C. Minimum qualifications for HCC Positions

Completion of high school and four years experience with increasing responsibility in management support or community-based experience; or completion of a two-year secretarial science or business administration program or related curriculum and two years of progressively responsible management support or community-based experience; or an equivalent combination of education and experience. Basic computer knowledge is required including familiarity with Windows software environment.

Additional Training/Experience

Working knowledge of data entry and word processing. Familiarity with medical terminology is desirable. Must be capable of communicating with people from various professions, backgrounds and cultures with tact and diplomacy. Expressive ability is required to compose minutes, letters and reports using proper rules of grammar, spelling and punctuation. Frequent local travel necessitates access to reliable transportation. Must be proficient in use of telephone, copier and calculator. Works with highly sensitive information and materials where confidentiality is of critical importance.

License or Certification Required by Statute or Regulation

Current N.C. Drivers License.

D. Primary Purpose of Position

1. Increase community and family awareness of the benefits the of Health Check and Health Choice Program.
2. Implement and maintain a system to identify and follow Medicaid eligible children.

3. Work with health care providers to ensure that all Medicaid eligible children have access to health care.
4. Coordinate the activities of Health Check and Health Choice and serve as a link with existing child health programs, local physicians, Medicaid agencies and professional organizations.
5. Conduct day-to-day activities of Health Check and Health Choice based on the goals and objectives defined in the State Health Check Policies and Procedures, local Policies and Procedures, Annual Plan and site visit recommendations.

E. Work Schedule

Monday-Friday, \_\_\_A.M.-\_\_\_P.M. A flexible schedule will be required to periodically provide or attend some activities outside of the normal work schedule. This could include meetings, conferences, and educational sessions. This enables the Coordinator to participate in necessary training, provide appropriate community/consumer outreach and contact working families about both programs.

## II. DESCRIPTION OF RESPONSIBILITIES AND DUTIES

A. Assistance to Medicaid Eligible Children and Families

1. Use the AINS reports to follow Medicaid eligible children to encourage their participation in preventive health screenings. Make phone calls and send letters as appropriate to assist with appointment making, follow-up on missed referrals, and follow-up on missed appointments for screenings.
2. Serve, as an advocate for families of Medicaid eligible children to identify needed services.
  - a. Offer one-on-one education and/or counseling on:
    - Responsible uses of the health care system.
    - Schedule of age appropriate checkups.
    - Client rights.
    - Carolina ACCESS or Health Maintenance Organization (HMO) models of care if the child is enrolled in one of these programs.
  - b. As needed, assist families with **coordinating** transportation.

- c. Assess family need for support services and make referrals as appropriate.
- 3. Coordinate efforts with local coordinators (Child Service Coordinators, Maternity Care Coordinators, Maternal Outreach Workers, etc.) providing services to children and families. Establish a referral system between programs.
- B. Provide Community and Consumer Outreach
  - 1. Distribute outreach materials to increase public awareness of Health Check and Health Choice.
  - 2. Increase community awareness of Health Check and Health Choice by organizing informational mail-outs (brochures, envelopes stuffers, newsletters, and posters) to established and new agencies in the community.
  - 3. Identify and network with community groups. Plan and provide educational programs for agencies and community organizations to increase Health Check and Health Choice awareness and participation.
  - 4. Establish a presence in the community. Exhibit at health fairs, provide presentations at meetings of community agencies and organizations (for example, at Parent-Teacher Association meetings), write articles for agency newsletters or for local newspapers, and try other strategies to reach families eligible for Health Check and Health Choice.
  - 5. Establish relationships with other agencies in your community that provide services for children. Meet with Smart Start and local child care providers to educate them about the benefits and availability of Health Check and Health Choice.
  - 6. In conjunction with your county Managed Care Representative, liaison with the provider community to establish referral mechanisms for providers.
- C. Records and Reports
  - 1. Maintain records of family/client contacts and referrals in accordance with state guidelines.

2. Submit Health Check MAAR form **by the 10<sup>th</sup> of each month** documenting coordinator activities during the previous month.
3. Review participation data received from the State Health Check Program staff and incorporate into the annual plan. Completing the Site Visit/Evaluation Form prior to the Site Visit with Program Consultant.
4. Submit any materials developed to the Program Consultant for approval before dissemination.

D. Files

1. Maintain an updated resource directory of agencies serving Health Check and Health Choice families and children.
2. Maintain records to document client-related and work-related activities in accordance with program policy.
3. Document all contacts and attempted contacts with or on behalf of Health Check families to include:
  - a. Date of contact.
  - b. Type of contact.
  - c. Person contacted.
  - d. Reason for contact.
  - e. Result of contact.
4. Assist with developing, establishing, and reviewing program policy and procedures for the Health Check Program.
5. Develop written agency protocols for follow-up on missed screenings and non-diagnostic referrals. These protocols should include how Projects will prioritize follow-up.

E. Other

1. Participate in administrative decision making regarding assessment of Project needs and future planning.
2. Evaluate program effectiveness through review of statistical data, monitoring client compliance and discussions with appropriate agency staff.

3. Ensure that activities of Health Check are carried out in accordance with State guidelines.
4. Orient new agency and Project staff to Health Check and Health Choice, notify staff of policy changes, and serve as a resource person for other staff members.
5. Attend training sessions, meetings, workshops, etc. relative to this position in order to maintain current knowledge of Health Check and related programs.
6. Perform related duties as required.

F. Inappropriate Work Activities

This list provides examples of inappropriate activities and may not be all-inclusive.

1. Covering the agency switchboard.
2. Sorting and distributing mail for the agency.
3. Providing receptionist duties.
4. Running errands not directly related to HCC position and responsibilities.
5. Providing clerical coverage (typing, filing, mailing, making charts, general office, etc.) not directly related to Health Check.
6. Sending letters that are essentially duplicative of AINS notifications.
7. Registering clients for clinics as back-up clerical clinic coverage.
8. Developing materials or providing training (workshops) on Non-Health Check or Health Choice related services.
9. Transporting Health Check clients.
10. Assisting in the preparation of work area(s) prior to clinics or cleaning of work area (s) after clinics.
11. Participating in clinic(s) to obtain height, weight, vital signs, vision or hearing screens, etc. HCCs should not be

working in clinic or providing direct clinical services or housekeeping services.

12. Providing back-up coverage for another agency position, with the exception of another HCC.

### **III. OTHER POSITION CHARACTERISTICS**

#### **A. Accuracy Required in Work**

Accuracy is essential when disseminating and explaining Health Check and Health Choice policies, procedures, and benefits.

#### **B. Consequence of Error**

Failure in accuracy may result in misconceptions by health care providers and lack of appropriate care for eligible children. Unintentional misrepresentation of the programs may result in a negative public image affecting Health Check and Health Choice, the supervising agency, children and families participating in the programs.

#### **C. Instruction Provided to Employee**

Instruction will be provided to the HCC in the following areas:

1. Policies and Procedures of the supervising agency.
2. Health Check and Health Choice on the job training and educational workshops.
3. Health Check Program Introductory Training.
4. Technical assistance and consultation by State staff.
5. Liaison with other coordinators who are providing coordination to children and families.

#### **D. Guides, Regulations, Policies, and References Used by Employee**

1. Established local and State Policies and Procedures.
2. Guidelines received from State Health Check Program.
3. A county wide priority list of Medicaid eligible children/families, AINS Report.
4. Pertinent Federal rules and regulations.

5. Technical assistance provided by the Staff Health Check Program State and Program Consultant:
  - a. Site visits to discuss implementation and ongoing development of Project activities.
  - b. Information related to media contacts and public presentations.
  - c. Interpretation and use of the AINS and HCC Training Manuals.
  - d. Identification and support for ongoing in-service training.
6. Ongoing input from the immediate supervisor and other appropriate programmatic staff. If unanticipated problems arise, this employee will use independent judgement in resolving them and if necessary, seek assistance from the immediate supervisor or the Program Consultant.